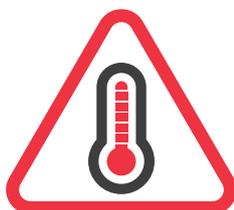


What accommodation providers should do if a guest reports COVID-19 symptoms

COVID-19 symptoms are:



A new,
continuous
cough



or a high
temperature



or a loss or
change to
your sense of
smell or taste

What should I do with a confirmed case?

- ▶ Call Public Health England immediately on **0300 303 8162**
- ▶ Ensure the guest and their party are isolating in their accommodation
- ▶ PHE will carry out a risk assessment with you and advise on next steps

What should I do with a suspected case?

- ▶ Ensure testing has been arranged by the guest
- ▶ Ensure the guest and their party are isolating in their accommodation
- ▶ If you need further advice then please email **phnotifications@cornwall.gov.uk** who will respond within 24 hours

If your guest experiences any COVID-19 symptoms, they must:

- ▶ Stay indoors and self-isolate
- ▶ Phone to inform you
- ▶ Arrange a test using the holiday accommodation address

If the guest is staying or travelling with others, they must also self-isolate and take appropriate action based on the test result.

If they need medical advice they should contact their own GP or **call 111**.

www.gov.uk/guidance/covid-19-advice-for-accommodation-providers

How do they book a test?

- ▶ Online at **www.nhs.uk/coronavirus**
- ▶ Call **119**
- ▶ Ensure they give the **postcode of their holiday accommodation:**

Test results are issued by text or email so guests do not need to wait for the results if they are due to return home before the result arrives.

If the test result is positive

- ▶ The guest needs to inform you if they have tested positive
- ▶ If they feel well enough to travel and they have their own vehicle they should return home as quickly and directly as they can. **It is important that they do not travel home on public transport.**

If they are too ill to travel they should self-isolate, working out a solution for their care. Consult a health professional and/or Cornwall Council for advice if needed.

If the test result is negative

- ▶ The guest should keep isolating until they feel well and then enjoy their holiday as planned.

